

## **QUALIFICATIONS**

### **Knowledge of:**

Customer service principles and practices; Techniques, policies, methods, terminology, and procedures used in the operation of a modern law enforcement dispatch center; Law enforcement agency procedures and methods for providing services and information including those related to collecting, maintaining, and releasing information, files, and documents; Law enforcement and related public safety agencies providing emergency services within the City of Brentwood and Contra Costa County; Methods and techniques of proper phone etiquette; Modern office procedures, methods, and equipment including computers; English usage, grammar, and spelling.

### **Ability to:**

Establish and maintain effective working relationships with the public, co-workers, supervisors, and inter- and intra- agency personnel; Successfully complete a prescribed training program; Act quickly with resourcefulness, courtesy, and initiative; Perform multiple tasks at one time; Communicate effectively with callers who may be injured, hysterical, or angry; Communicate clearly and concisely, both orally and in writing.

Work under steady pressure, high stress, with frequent interruptions and a high degree of public and officer contact; Accomplish tasks in a controlled and competent manner while working under stress; Use sound judgment in following and applying appropriate laws, regulations, policies, and procedures; Operate law enforcement computer systems, radio consoles, enhanced 9-1-1 telephone systems, and other associated public safety dispatch equipment; Type and enter data accurately and at a speed necessary for successful job performance; Understand the organization, operation, and services of the City, Police Department, and outside agencies as necessary to assume assigned

responsibilities; Follow oral and written direction and instruction; Understand, interpret, and apply general City and departmental policies and procedures; Courteously respond to community issues, concerns, and needs.

Use applicable law enforcement terminology and procedure; Pass a comprehensive law enforcement background investigation; Testify in court; Read, write, spell, and speak English in a clear and concise manner.

### **SELECTION PROCESS**

Applications will be screened and those applicants possessing the MOST DESIRABLE qualifications will be notified to participate in the examination process. The examination process may include a written test, hands-on computer test, oral interview, pre-employment physical examination, psychological evaluation, and/or background investigation. Travel costs are at the applicant's expense. All applicants will be notified by mail or telephone whether or not they are invited to participate further in the selection process. Candidates placed in this position will be fingerprinted.

Qualified applicants will be considered without regard to race, color, ancestry, religion, national origin, sex, gender, age, disability, medical condition (as defined by State law), marital status or political affiliation. If special accommodations are necessary at any stage of the examination process, notify this department in advance and every attempt will be made to consider your request. The information contained herein does not constitute either an expressed or implied contract and these provisions are subject to change.

### **IMMIGRATION REFORM / CONTROL ACT**

To comply with the Immigration Reform and Control Act, effective November 1986, all potential employees will be required to provide

proof of U.S. citizenship or authorization to work in the United States.

### **SALARY AND BENEFITS**

The salary schedule is a five-step range: \$5,387.00 – \$6,547.93 monthly. Benefits include: employer payment up to \$1,326.63/month towards health insurance premium and full family dental and vision insurance, 3% of base salary for shift differential, \$500 per year uniform allowance, up to 26 days' vacation per year depending upon years of employment, fourteen holidays, \$20,000 term life insurance with \$40,000 accidental death insurance, retirement plan under the California Public Employees Retirement System (CalPERS), long term disability insurance, voluntary flexible benefits plan, and the choice of three voluntary deferred compensation plans.

### **HIRING INCENTIVE**

#### **\$7,500 Hiring Incentive**

If hired as a Police Dispatcher, you will earn:

- \$3,750 incentive after successful completion of one year probationary period
- \$1,875 incentive one year after completion of probation
- \$1,875 incentive two years after completion of probation

### **APPLICATION PROCESS**

Required City application may be obtained by visiting the website [www.brentwoodca.gov](http://www.brentwoodca.gov); calling 925-516-5191 or in-person on the first floor Payment Center at Brentwood City Hall 150 City Park Way, Brentwood, CA 94513 from 8:00 a.m. to 5:00 p.m. **Application must be dropped off at the Payment Center on the first floor of City Hall or mailed directly to Human Resources at 150 City Park Way in Brentwood. Accepting applications until filled. Faxes, emails and postmarks will NOT be accepted.**



**Invites applications for:**

## **Police Dispatcher LATERAL (10 Positions Available)**

Monthly Salary:  
\$5,387.00 - \$6,547.93

### **\$7,500 Hiring Incentive\***

\* Refer to back of flyer for details

**Accepting Applications Until Filled**

Brentwood City Hall  
First Floor Payment Center  
150 City Park Way  
Brentwood, CA 94513

**The City of Brentwood is an  
EQUAL OPPORTUNITY EMPLOYER**

**THE CITY**

Brentwood is a pleasant, progressive and growing city of approximately 53,000 residents in Eastern Contra Costa County. A significant number of citizens are Spanish speaking. Brentwood is located in a smog-free valley close to the Delta waterways. The community is served by an excellent school system with new campuses planned in the near future. Los Medanos Community College is located a short distance away. Housing opportunities are varied and affordable.

**THE DEPARTMENT AND POSITION**

The Brentwood Police Department is authorized 62 sworn positions. Seven Community Service Officers are also employed to handle parking enforcement, abandoned vehicles and other assigned duties. Two Police Dispatch Supervisors were brought on board in January 2016 and one Information Systems Technician (GIS) in February 2016 to prepare for and assist in opening the new Police Dispatch Center, which is expected to open in 2017. Ideal candidates will have extensive public safety call-taking and dispatch experience for a California law enforcement agency.

**SUMMARY DESCRIPTION**

Under general supervision, Police Dispatchers perform the full range of operational duties required in dispatching law enforcement personnel and equipment. Police Dispatchers answer 9-1-1, emergency, and non-emergency calls; interview callers to determine nature and priority of each call; and transmit messages via radio, data terminals, and phone. The Brentwood Police Dispatch Center operates on a 7-day, 24-hour basis and Police Dispatchers are required to work a variety of schedules including nights, weekends, and holidays.

**IDENTIFYING CHARACTERISTICS**

This is the entry and journey-level position in the Police Dispatch series performing routine

and complex law enforcement dispatching duties while following City and Police Department policies and procedures. Positions at this level exercise less independent discretion and judgment in matters related to work procedures and methods than positions allocated to higher levels in the Police Dispatch series. While completing a prescribed training program, work is supervised while in progress and changes in procedures are explained in detail. Upon completion of a prescribed training program, work is usually supervised and Police Dispatchers are expected to make sound decisions, in accordance with policies and procedures, using all available information. Advancement to the higher levels in the Police Dispatch series are via a competitive promotional processes.

**REPRESENTATIVE DUTIES**

To view all, please visit [www.brentwoodca.gov](http://www.brentwoodca.gov)

- Represents the City of Brentwood and the Brentwood Police Department in a courteous and professional manner.
- Answers 9-1-1, emergency, and non-emergency calls; interviews callers to determine the nature, priority, and appropriate response or action for each call.
- Enters, updates, and processes calls for service in a computer aided dispatch system efficiently and accurately.
- Dispatches appropriate units via radio and Mobile Data Computers (MDCs) in accordance with established procedures.
- Receives field-initiated requests for emergency and non-emergency assistance; provides assistance, information, and referrals appropriately.
- Tracks and maintains current status of field units.
- Enters, updates, and retrieves information from local, state, and national databases relating to wanted or missing persons,

stolen property, vehicle registration, stolen vehicles, etc.

- Coordinates emergency incidents or calls for service, relaying information and assistance requests involving other public safety entities.
- Maintains records of all communications in accordance with Department policy and procedure.
- Performs a variety of additional duties related to law enforcement dispatch activities.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office environment with extensive public contact and constant interruptions. Police Dispatchers are required to work evenings, weekends, holidays, and rotating shifts.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate dispatch equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

**EDUCATION AND/OR EXPERIENCE**

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Police Dispatcher**. A typical way of obtaining the required qualifications is to possess the equivalent of:

**Minimum Qualifications:**

- Must be at least eighteen (18) years of age.
- Must be available to work day, swing, graveyard, rotating shifts, holidays and weekends.

**Education/Training:**

- Equivalent to the completion of the twelfth grade.
- Must successfully complete a Police Department prescribed training course.

**Experience:**

LATERAL ENTRY - Two years of law enforcement dispatching experience that demonstrates a general aptitude for working in a highly automated, stressful, multi-tasking environment.

**License or Certificate:**

Possession of, or ability to obtain, an appropriate driver's license may be required for some positions. Completion of Department of Justice Telecommunications training for full access operator and the California POST Public Safety Dispatcher Certificate.

**Highly Desirable:**

Ability to type 45 NWPM (net/words per minute)